



Control Number: 51812



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To Whom It Applies (because I know it doesn't *concern* you):

2021 MAR -9 PM 3:46

I'm tired of hearing 'We weren't prepared!' No, you made a deliberate decision that you didn't want to spend the money to be prepared. As has been proven on more than one occasion, most recently in 2011 and obviously 2021. You assume people will forget once they have power again – and for the most part, that has been true. For the people that actually suffer through it each time though? They don't forget. Would you want the worry of hoping the power comes back, so your elderly parents and/or patients will be able to even breathe?!

But the cost! Where ever will funds be found to avoid this!? The CEOs, Presidents, and other big wigs salaries and bonuses are absurd, so there's a logical place to start. Instead of lining their greedy pockets with couture mink or taking quick flights to Mexico, maybe try doing the right thing for others. Novel idea, huh? Covering these costs by raising consumers rates is unethical and should be illegal.

Do you know what it is like to sleep in multiple layers, a coat, a hat, and gloves in a bed trying to stay warm? Now take away several clothing items and a decent bed – that's the bare minimum that people have had to deal with. Would it be an hour? Five? 40+? That's a fun waiting game. I had neighbors begging for a glass of milk for their young child – how is this justified?!

Part of the 'costs of basic service' for my energy bill every month is for maintaining and improving the equipment. According to Atmos Energy Corporation's 2021 Dallas Annual Rate Review Mechanism Filing, there is budgeting for such. Were those funds collected every month from every customer not actually used to upkeep the equipment and make sure it functions? Were these funds used to pay exorbitant salaries and bonuses to the 'important people' instead? We're already aware that yearly inspections to be sure equipment was prepared for winter were skipped. I would assume some of the monthly fees I pay are supposed to be used to cover these inspections as well.

It no longer even matters whose fault it is. Quit passing the buck. Start communicating with other companies or groups and find a solution. Again, this solution does NOT include raising power/gas/water rates – they are already ridiculous as is. People shouldn't have to have a payment plan to catch up on what is a basic necessity. Those companies should be ashamed of that even being a discussion.

And don't go ask Dolly Parton for help – she's already done enough in situations where everyone else has failed to step up.

We the people are FED UP.

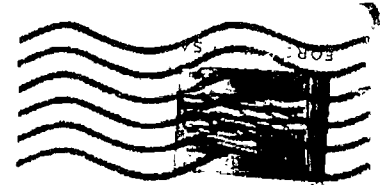
I sincerely await a response,



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